

Countesthorpe Health Centre



Privacy Information Notice.

Central Street, Countesthorpe, Leicester LE8 5QJ

0116 277 6336

www.countesthorpehealthcentre.co.uk

What is a privacy notice?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

Why do we need one?

To ensure compliance with the General Data Protection Regulation (GDPR), Countesthorpe Health Centre must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What is the GDPR?

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GPDR comes into effect on **25 May 2018**.

How do we communicate our privacy notice?

At Countesthorpe Health Centre, the practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet). We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How do we use your information?

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

Maintaining confidentiality

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Countesthorpe Health Centre; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment, to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.

Your rights over your personal information

Right to be informed

You have the right to be informed on the purpose for processing your personal information as we have set out in this privacy notice.

Right to access your personal information

You have the right to request access to and/or copies of the personal data we hold about you free of charge within a month of requesting.

You will need to complete a subject access request form and provide the required identification.

You are also able to request access to you record online via SystemOne online link on our website, the NHS app or other apps that can be linked to SystemOne.

Please ask at reception for a SAR form or Online access form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Right to rectification

You have the right to have inaccurate personal data rectified and/or incomplete data completed. At Countesthorpe Health Centre should a clinician enter a diagnosis that is later proved incorrect, the medical record will retain both the initial diagnosis and subsequent accurate diagnosis with text to make it clear that diagnosis has been updated.

Right to restrict processing

In accordance with Article 18 of the UK GDPR, individuals have the right to restrict the processing of their personal data. This applies in certain circumstances, with the aim being to enable the individual to limit the way an organisation processes their data. This right can be used as an alternative to the erasure of your data. Individuals have the right to restrict the processing of their personal data where they have a particular reason for wanting the restriction.

Right to data portability

The right to data portability gives individuals the right to receive personal data they have provided to the Practice in a structured, commonly used, and machine-readable format.

Right to object to processing

You have the right to object to processing, however, please note if we can demonstrate compelling legitimate grounds which outweighs your interest, then processing can continue. If we did not process any information about you and your health care it would be very difficult for us to care and treat you.

Rights in relation to automated decision making and profiling

Automated individual decision-making is a decision made by automated means (i.e. a computer system) without any human involvement. If any of the processes we use rely on automated decision making, you do have the right to ask for a human review any computer-generated decision at any point.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at countesthorpe.healthcentre@nhs.net GP practices are data controllers for the data they hold about their patients¹
2. Write to the data controller at Countesthorpe Health Centre, Central Street, Countesthorpe, Leicester LE8 5QJ
3. Ask to speak to the practice manager Isobel Wells.

The Data Protection Officer (DPO) role for Countesthorpe Health Centre is fulfilled by Hayley Gidman of Midlands and Lancashire CSU Information Governance Service. For any questions or concerns contact mlcsu.dpo@nhs.net

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Raising a concern'.

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed on 01/05/2020.

¹ [BMA GPs as data controllers under the GDPR](#)